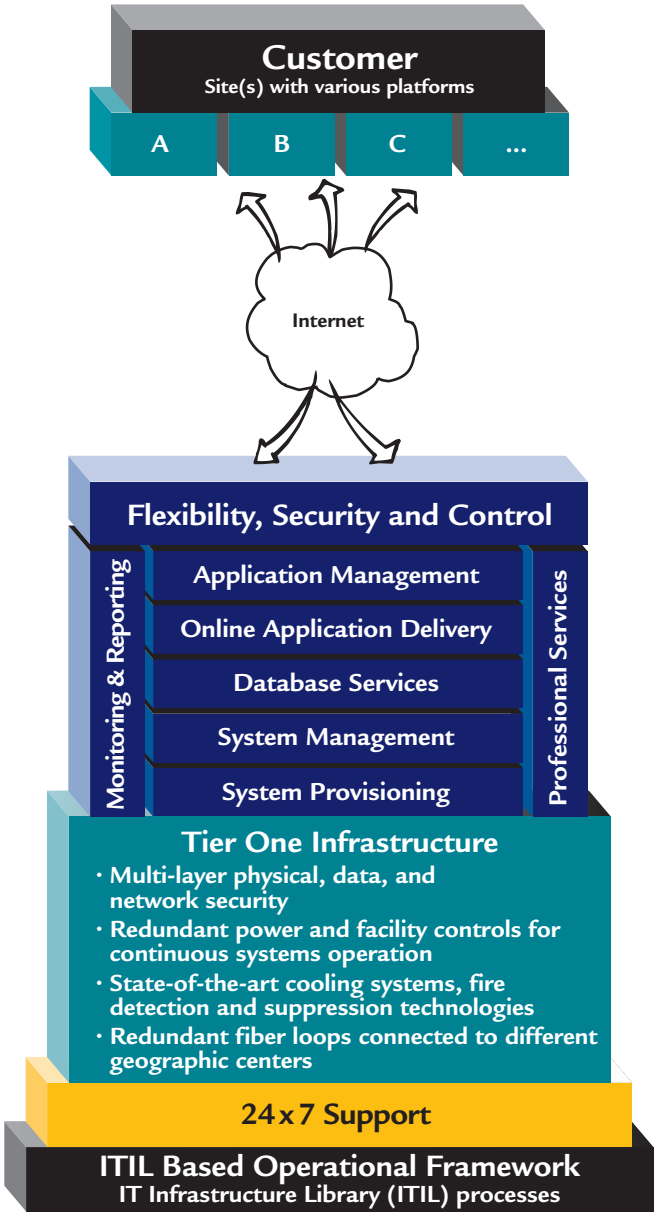
Application Service Provider (ASP)



SMSI offers application services that are cost effective for contact centers. *Unify*™ Application Service can save you money by offering in a single service solution all the software, hardware and support you need to run your online *Unify* applications reducing your hardware investment and administration costs.

With SMSI's Application Service, users can experience the power of *Unify,* save money on hardware and seamlessly utilize the rich features of Historical Report Generator, Current Status Monitor, MessageSign, SoftSign, WebSign, Workforce Management, IVR Link and CDR Reporting, all with the convenience of the SMSI staff managing the system. By defining and automating these processes, the *Unify* Application Service collects the data from your site(s) as often as needed and delivers, via web browser, scheduled reports along with other real-time functions.

The *Unify* Application Service simplifies and standardizes the most complex performance statistical reporting through a single, online solution that can be rapidly deployed across multiple locations, multiple platforms and multiple channels with minimal capital investment. The *Unify* Application Service widens access to your performance statistics for smarter decisions at all levels of the organization.

The *Unify* Application Service includes all software, hardware, ongoing maintenance and support, at a fixed monthly service rate. SMSI offers contracts for single or multiple year service with a one-time activation fee.

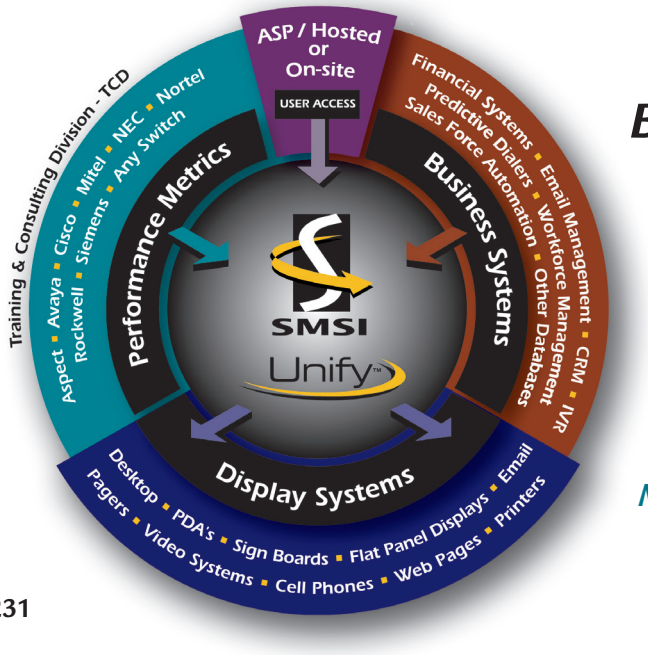
The *Unify* Application Service is a cost effective way to utilize the power of Unify quickly and easily, with minimal investment.

Benefits:

- **Minimal Implementation**
  Internet browser technology - easy to get started
  Quick service activation
  Save on capital investment
- **Scalability**
  Unlimited data storage
  Unlimited users
  System configurations – easily modified
- **Web Training**
  Easy to learn and use
  Live web training to get on board quickly
- **Support Services**
  Backup and recovery included
  Fully redundant facilities
  Ongoing maintenance & support included
  Supported 24 x 7
- **Flexibility, Security and Control**

Experience the Unifying Power of SMSI

Consolidated Contact Center Solutions



Browser Based Applications

- *Historical Report Generator*
- *Current Status Monitor*
- *Workforce Management*
- *CDR Reporting*
- *IVR Link*
- *Message Manager*
  - *MessageSign*
  - *SoftSign*
  - *WebSign*

SMSI

For more information:
www.smsi.com / 800.765.SMSI
Fax: 651.633.8244

2845 N. Hamline Avenue, Suite 231
St. Paul, Minnesota 55113